

Please type a plus sign (+) inside this box -->

Modified PTO/SB/21 (08-00)

Approved for use through 10/31/2002. OMB 0851-0031
U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

TRANSMITTAL FORM

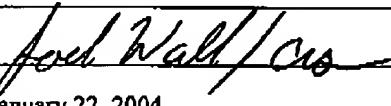
(to be used for all correspondence after initial filing)

		Application Number	09/812,487
		Filing Date	March 20, 2001
		First Named Inventor	Barry Paul PERSHAN
		Group Art Unit	2642
		Examiner Name	Bing Q. Bui
Total Number of Pages in This Submission		Attorney Docket Number	Verizon-2APP (01-VE02.70A)

ENCLOSURES (check all that apply)

<input checked="" type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached	<input type="checkbox"/> Assignment Papers (for an Application) <input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD. Number of CD(s) _____	<input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input type="checkbox"/> Postcard Receipt <input type="checkbox"/> Other Enclosure(s) (please identify below):
<input type="checkbox"/> Remarks		

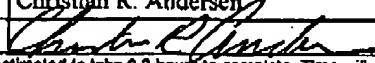
SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm or Individual name	Joel Wall (Reg. No. 25,648)	
Signature		
Date	January 22, 2004	

CERTIFICATE OF FACSIMILE

I hereby certify that this correspondence is being facsimile transmitted to the United States Patents
and Trademark Office on this date:

January 22, 2004

Typed or printed name	Christian R. Andersen
Signature	
Date January 22, 2004	

Burden Hour Statement: This form is estimated to take 0.2 hours to complete. Time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

PTO/SB/17 (01-03)
Approved for use through 04/30/2003. OMB 0651-0032U.S. Patent and Trademark Office, U.S. DEPARTMENT OF COMMERCE
Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number.

FEE TRANSMITTAL for FY 2003

Effective 01/01/2003. Patent fees are subject to annual revision.

 Applicant claims small entity status. See 37 CFR 1.27

TOTAL AMOUNT OF PAYMENT (\$ 00.00)

Complete if Known

Application Number	09/812,487
Filing Date	March 20, 2001
First Named Inventor	Barry Paul Pershan
Examiner Name	Bing Q. Bui
Art Unit	2642
Attorney Docket No.	Verizon-2APP (01-VE02.70A)

METHOD OF PAYMENT (check all that apply)

 Check Credit card Money Order Other None
 Deposit Account:

Deposit Account Number **07-2347**
Deposit Account Name **Verizon Corporate Services**

The Commissioner is authorized to: (check all that apply)

Charge fee(s) indicated below Credit any overpayments
 Charge any additional fee(s) due in connection with the filing submitted herewith
 Charge fee(s) indicated below, except for the filing fee to the above-identified deposit account.

FEE CALCULATION (continued)

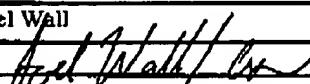
3. ADDITIONAL FEES
Large Entity Small Entity

Fee Code (\$)	Fee Code (\$)	Fee Description	Fee Paid
1051 130	2051 65	Surcharge - late filing fee or oath	
1052 50	2052 25	Surcharge - late provisional filing fee or cover sheet	
1053 130	1053 130	Non-English specification	
1812 2,520	1812 2,520	For filing a request for ex parte reexamination	
1804 920*	1804 920*	Requesting publication of SIR prior to Examiner action	
1805 1,840*	1805 1,840*	Requesting publication of SIR after Examiner action	
1251 110	2251 55	Extension for reply within first month	
1252 420	2252 210	Extension for reply within second month	
1253 950	2253 475	Extension for reply within third month	
1254 1,480	2254 740	Extension for reply within fourth month	
1255 2,010	2255 1,005	Extension for reply within fifth month	
1401 330	2401 165	Notice of Appeal	
1402 330	2402 165	Filing a brief in support of an appeal	
1403 290	2403 145	Request for oral hearing	
1451 1,510	1451 1,510	Petition to institute a public use proceeding	
1452 110	2452 55	Petition to revive - unavoidable	
1453 1,330	2453 665	Petition to revive - unintentional	
1501 1,330	2501 665	Utility issue fee (or reissue)	
1502 480	2502 240	Design Issue fee	
1503 640	2503 320	Plant Issue fee	
1460 130	1460 130	Petitions to the Commissioner	
1807 50	1807 50	Processing fee under 37 CFR 1.17(c)	
1808 180	1808 180	Submission of Information Disclosure	
8021 40	8021 40	Recording each patent assignment per property (times number of properties)	
1809 770	2809 385	Filing a submission after final rejection (37 CFR 1.129(e))	
1810 770	2810 385	For each additional invention to be examined (37 CFR 1.129(b))	
1801 770	2801 385	Request for Continued Examination (RCE)	
1802 900	1802 900	Request for expedited examination of a design application	
Other fee (specify) _____			
* Reduced by Basic Filing Fee Paid			SUBTOTAL (3) (\$ 00.00)

** or number previously paid, if greater. For Reissues, see above.

SUBMITTED BY

(Complete if applicable)

Name (Print/Type)	Joel Wall	Registration No. Attorney/Agent	25,648	Telephone	(972) 718-4800
Signature				Date	January 22, 2004

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

This collection of information is required by 37 CFR 1.17 and 1.27. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, Washington, DC 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Assistant Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

FACSIMILE COVER SHEET

RECEIVED
CENTRAL FAX CENTER

JAN 22 2004

OFFICIAL

To: U.S. Patent and Trademark Office
Examiner: Bing Q. Bui; Group Art Unit 2642

Facsimile No.: (703) 872-9314

Telephone No.: _____

From: Christian R. Andersen

Date: _____

Number of Pages Including Cover: 17

MESSAGE: **FORMAL SUBMISSION OF:**

- 1.) Transmittal Form;
- 2.) Fee Transmittal Form; and
- 3.) Response to Office Action

Applicant: Barry Paul PERSHAN

Case: Verizon-2APP (01-VE02.70A)

Serial No.: 09/812,487 Filed: March 20, 2001

Group Art Unit: 2642

Examiner: Bing Q. Bui

Title: **METHODS AND APPARATUS FOR USING AIN TECHNIQUES TO FACILITATE SERVICING OF CALLS BY A GROUP OF USERS**

Commissioner For Patents
Alexandria, VA 22313-1450

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this paper (and any accompanying paper(s)) is being facsimile transmitted to the United States Patents and Trademark Office on the date shown below.

Christian R. Andersen

Type or print name of person signing certification

Christian R. Andersen
Signature

January 22, 2004
Date

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that this paper (and any accompanying paper(s)) is being facsimile transmitted to the United States Patents and Trademark Office on the date shown below.

Christian Andersen

Type or print name of person signing certification


Signature

January 22, 2004

Date

JAN 22 2004

IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

OFFICIAL

#6/A
smc
1/21/04Attorney Docket No.: **Verizon-2APP (01-VE02.70A)**Appl. No.: **09/812,487**Applicant: **Barry Paul PERSHAN**Filed: **March 20, 2001**Title: **METHODS AND APPARATUS FOR USING AIN TECHNIQUES TO
FACILITATE SERVICING OF CALLS BY A GROUP OF USERS**TC/A.U.: **2642**Examiner: **Bing Q. Bui**Mail Stop: **NON-FEE AMENDMENT**

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

p3400Y**RESPONSE TO OFFICE ACTION**

Sir:

This submission is in response to the Office Action dated **October 22, 2003**.

No amendments have been made. A complete listing of the claims begins on page 2 of this paper and is included for the Examiner's convenience.

Remarks/Arguments begin on page 9 of this paper.